

Purpose

This policy outlines Protech's objectives and commitments to quality and the roles and responsibilities we set to deliver our brand promise of *Quality People. Every Time*, as well as our purpose to *be a positive influence in people's lives*.

Scope

This policy applies to all employees, and other persons engaged in the achievement of Protech's strategic goals.

Objectives

Protech will embed quality as a fundamental cultural element of the business, incorporating risk management and continuous improvement centrally within the system by:

- Providing *Quality People. Every Time*; supported by methodical processes and procedures, being delivered by industry specialists, committed to ongoing training and development.
- Working consultatively and collaboratively to co-create with our internal and external stakeholders and build relationships that deliver quality outcomes.
- Seeking and embracing feedback and continually monitoring the satisfaction of our stakeholders so we can better serve their needs.
- Driving strategic growth through using systems to monitor and measure performance.

Responsibilities

It is the role of all Protech stakeholders to act in accordance with our core values, especially with respect to quality, and the quality system. This requires all stakeholders to:

- Participate in the development of a quality framework and system with clearly identified goals, objectives, and strategies for achievement.
- Comply with all quality management system elements.
- Communicate and consult with stakeholders, as quality is everyone's responsibility.
- Shape an internal culture of positive attitudes to quality, safety, and the environment.
- Identify areas of improvement and develop training to address weaknesses.
- Use the quality system to promote co-creation and collaboration.
- Monitor and review, as well as update this policy and the quality system.

Commitment

Protech management, employees and stakeholders are committed to:

- Complying with regulatory, legislative and statutory requirements.
- Maintaining an externally certified ISO 9001 compliant quality management system.
- Contributing to the continuous improvement of the quality system.
- Coordinating quality-related activities across the business.
- Implementation of one system to comply with quality requirements and guide the business.
- Actively seeking and incorporating of feedback to improve the system for all stakeholders.
- Conducting regular internal and external reviews of this policy and the quality system.
- Acting with integrity and in accordance with Protech values at all times in relation to quality.

Approval

Marc Meili
Managing Director



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